



THE OFFICE OF THE OMBUDSMAN

1st Quarter Report 2021

Office of the Ombudsman

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Statistics

OVERVIEW OF CASES

CASES RECEIVED IN 1ST QUARTER

FREEDOM OF INFORMATION	10
DATA PROTECTION	38
MALADMINISTRATION	17
POLICE COMPLAINTS	9
WHISTLEBLOWER PROTECTION	0

OPEN CASES AS AT 31 MARCH 2021

FREEDOM OF INFORMATION	14
DATA PROTECTION	44
MALADMINISTRATION	18
POLICE COMPLAINTS	16
WHISTLEBLOWER PROTECTION	2

81

74

61

94

CASES CARRIED FORWARD FROM PREVIOUS QUARTER

FREEDOM OF INFORMATION	17
DATA PROTECTION	36
MALADMINISTRATION	11
POLICE COMPLAINTS	15
WHISTLEBLOWER PROTECTION	2

CASES CLOSED IN 1ST QUARTER

FREEDOM OF INFORMATION	13
DATA PROTECTION	30
MALADMINISTRATION	10
POLICE COMPLAINTS	8
WHISTLEBLOWER PROTECTION	0

OVERVIEW OF INQUIRIES



STATISTICS BY DIVISION

INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION	
	1 ST QTR
Inquiries Answered	6
Presentations	2
Cases Carried Forward from Previous Quarter	17
Appeals Received	10
Cases Resolved	13
<i>Assessment/Disposition</i>	0
Non-Jurisdictional	0
<i>Informal Resolution</i>	11
Partial Disclosure	3
Non-disclosure	2
Full Disclosure	4
Other	2
<i>Decisions</i>	2
Appeal Dismissed	1
Appeal Partially Upheld	0
Appeal Upheld	1
Other	0
Open Cases	14

DATA PROTECTION	
	1ST QTR
Inquiries Answered	38
Presentations	1
<i>Data Protection – Complaints</i>	
Cases Carried Forward from Previous Quarter	7
Cases Received	4
Cases Resolved	3
<i>Assessment/Disposition</i>	1
Non-Jurisdictional	0
Complaint Refused (s. 43(4))	1
Complaint Abandoned	0
Complaint Withdrawn	0
Referred to another DP Authority	0
Other	0
<i>Informal Resolution</i>	1
Supported	0
Not Supported	1
Complaint Abandoned	0
Complaint Withdrawn	0
<i>Order</i>	1
Enforcement Order Issued	1
Monetary Order Issued	0
Enforcement and Monetary Order Issued	0
Open Cases	8
<i>Data Protection – Breach Notification</i>	
Cases Carried Forward from Previous Quarter	29
Cases Received	34
Cases Resolved	27
<i>Assessment/Disposition</i>	25
Non-Jurisdictional	0
Appropriate Actions Taken	25
Other	0
<i>Informal Resolution</i>	1
Resolved Informally	1
<i>Order</i>	1
Enforcement Order Issued	1
Monetary Order Issued	0
Enforcement and Monetary Order Issued	0
Open Cases	36

COMPLAINTS DIVISION

MALADMINISTRATION	
	1ST QTR
Inquiries Answered	30
Cases Carried Forward from Previous Quarter	11
Complaints Received	17
Cases Resolved	10
<i>Assessment/Disposition</i>	6
Non-Jurisdictional [†]	6
Complaint Refused	0
Complaint Withdrawn	0
<i>Early Resolution</i>	3
Successfully Resolved	3
Complaint Withdrawn	0
<i>Investigation</i>	1
Supported	0
Not Supported	0
Successfully Resolved	0
Complaint Withdrawn	1
Open Cases	18

[†]This includes complaints which are time barred, appeals have not been exhausted, cases referred to another agency, the issue/entity is not subject to investigation or a Schedule 2 restriction exists

POLICE COMPLAINTS	
	1ST QTR
Inquiries Answered	12
Cases Carried Forward from Previous Quarter	15
Complaints Received	9
Cases Resolved	8
<i>Assessment/Disposition</i>	3
Non-Jurisdictional	1
Investigation Time Barred	0
Investigation Refused (s. 3(2)(g))	0
Complaint Withdrawn	1
Complaint Abandoned	1
<i>Informal Resolution</i>	4
Successfully Resolved	4
<i>Investigation</i>	1
Supported	1
Not Supported	0
Complaint Withdrawn	0
Complaint Abandoned	0
Other	0
Outstanding Referrals to RCIPS	0
Open OMB Files	16
Open Cases	16

WHISTLEBLOWER PROTECTION	
	1ST QTR
Inquiries Answered	8
Cases Carried Forward from Previous Quarter	2
Complaints Received	0
Cases Resolved	0
<i>Assessment/Disposition</i>	0
Non-Jurisdictional	0
Referred to Another Agency	0
<i>Investigation</i>	0
Supported	0
Not Supported	0
Open Cases	2